



Torrance Transit is hiring for

Management Aide (Intern)

\$16.74 - \$20.35 per hour

The City of Torrance is currently looking for a sharp, creative, and flexible individual with a sincere desire to be mentored to serve as a Management Aide in the **Transit Department**. An Intern provides staff assistance of a generalized and/or specialized nature to management personnel. The intern must be a well-organized, outgoing self-starter that can work with minimum supervision. The individual will perform assignments ranging from routine administrative tasks to more complex and varied professional, confidential, and specialized assignments. Job responsibilities will include dealing with the public, conducting research, writing reports, data compilation and analysis, coordination of projects and programs, assistance with day-to-day departmental operations, and other related duties as required. In this position, flexibility, a collective work style, and conscientiousness are a must!

Education and Experience

Candidates must be **college seniors, recent graduates or graduate students** of the following majors: Political Science, Public Administration, Finance, Business Administration, Public Relations, Journalism, Public Policy, Urban Planning, Computer Science **or related field**.

Six months of paid or unpaid work experience is preferred.

Ideal Candidate

Candidates should demonstrate:

- ♦ An understanding of principles and practices of office management and the equipment used.
- ♦ Excellent oral and written skills.
- ♦ The ability to understand and follow complex written and oral instructions.
- ♦ The ability to establish and maintain effective working relationships with associates and the public.
- ♦ Proficiency in MS Word and Excel is required.
- ♦ Proficiency in MS PowerPoint and Access is desirable.
- ♦ Willingness to work in a fast paced demand response office environment.

Special Notes

As a condition of employment, candidates must pass a background check and pre-employment medical examination.

Applicants with disabilities who require special testing arrangements must contact Human Resources prior to the final filing date.

The provisions of this announcement do not constitute an expressed or implied contract and any provisions contained in this announcement may be modified or revoked without notice.

Schedule

- ♦ Part-time work schedule
- ♦ Required to work evenings and weekends as needed
- ♦ Flexibility around school schedule



How to Apply

Interested candidates must submit an online application which is available at <http://www.TorranceCA.Gov/523.htm> and the following documents:

- ♦ Cover letter
- ♦ Resume
- ♦ Application
- ♦ Supplemental questionnaire

Applications are accepted on a continuous basis until the position is filled.

For questions regarding the application process, call 310-618-2915.

Only those candidates whose training and experience best meet our requirements will be invited to interview.



JC: 15050971

Human Resources · 3231 Torrance Blvd. · Torrance, CA 90503 · www.TorranceCA.Gov

Phone: 310.618.2915 · Fax: 310.618.2995 · E-mail: jobinfo@TorranceCA.Gov

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Torrance Transit
Management Aide (Intern)
Position Overview

While the Management Aide (Intern) needs to have flexibility in different areas, primary activity will center on administrative support to the Transit Operations staff. Responsibilities which could include, but not be limited to the following areas:

Day to Day Responsibilities

- ◆ Processing passenger concerns by logging in all calls in the database and working with the appropriate Transit Supervisor to respond to the concerns. Generating a monthly report will also be part of this task.
- ◆ Maintaining the daily logs for the Transit Supervisors, Lead Bus Operators and Transit Security staff.
- ◆ Assist with the distribution of Transit materials to the public.
- ◆ Assist with special events including Quarterly Awards Ceremony, the Annual Bus Rodeo Event and various Holiday celebrations
- ◆ Maintain an adequate supply of bus schedules
- ◆ Oversee the printing of bus schedules

Human Resources and Employee Relations

- ◆ Assisting the Human Resources analyst and the Transit Supervisors with processing employee evaluations and other personnel related documents
- ◆ Will assist with tracking employee performance
- ◆ Provide administrative support to the Employee Incentive Program

Research and Procurement

- ◆ Will assist with providing analysis and assistance with the development of the Transit Security Plan
- ◆ Will assist with the development of Standard Operations Procedures (SOPs) for the Transit Supervisors and Lead Bus Operators
- ◆ Provide staff assistance with background product research for the purchase of the Automatic Vehicle Location (AVL) system

Inter-Agency Affairs

- ◆ Will accompany the Operations Manager/Business Manager to meetings of the various municipal bus operations of Los Angeles County
- ◆ Will accompany staff to meetings and educational sessions of the Los Angeles County Metropolitan Transportation Authority (MTA)

Marketing and Community Outreach

- ◆ Assist the Transit Supervisors with developing marketing materials for various events throughout the year such as the Bus Rodeo, Service Awards and Quarterly Award Ceremonies.
- ◆ Assist staff with research and writing articles for the department newsletter
- ◆ Represent Torrance Transit at various Rideshare Fairs

Provide Research and Data Management Support

- ◆ Data entry support for Operations Manager, Business Manager and for Supervisory staff. This includes developing spreadsheets or databases for some projects.

CITY OF TORRANCE
MANAGEMENT AIDE
SUPPLEMENTAL QUESTIONNAIRE
Job Code: 15050971

1. Why are you interested in being a Management Aide (Intern) in the Transit Department for the City of Torrance?
2. How has your education and professional experience prepared you for this job in municipal government? Why are you interested in an internship in local government?
3. Describe your experience with research, analysis, and report writing.
4. List your proficiency level (on a scale of 1-5, 5 being an expert and 1 is beginner) and the work products you have completed using MS Word, Excel, Access, Power Point and desktop publishing programs.
5. Do you have Windows .NET programming experience? If yes, please list the names of Windows .NET program(s) that you are familiar with, and the skill level(s) (beginner, intermediate, expert).
6. Do you have experience with Microsoft SQL database?
7. Do you have experience programming in HTML and/or Web development?